

## **CK 7135 Debt Collections Strategies and Techniques for Banks and Other Financial Institutions.**

### **VIRTUAL (ON-LINE) TRAINING PROGRAM**

***Who Should Attend?*** *New and Experienced Collectors, Compliance Officers, Managers, Credit Administrators, Supervisors, Customer Service, Customer Support, Call Center Employees, and Other Back Office Employees*

The sections of this program that were most meaningful to me were the topics on the practical and innovative approaches and procedures to debt collection strategy, check list of things to achieve productivity and efficiency and use skip-tracing techniques to successfully recover overdue debts.

In general, this program was informative and introduced me to concepts and procedures that can lead to achieving my goals and targets. By introducing these concepts, I now know that I can become a more efficient employee. It is also necessary to have a revision of our department operational structure, including the software program that is currently being utilized.

I admired the instructor's teaching style which was conducive to my learning a lot of new concepts and ideas. The instructor explained and answered our questions effectively, in a manner that we easily understood.

**Sherry Alexander, Recoveries Associate, National Bank of Dominica Ltd., Dominica**

The most valuable part of this training program is that it has provided me techniques for setting clear targets and a structured approach to handle debt recoveries. I would highly recommend this program, because it provides a fresh perspective not only on results, but also on customer service and building a strong relationship with my customers. It has also given me a new mindset on how to approach debt recovery, focusing on goal setting, while maintaining professionalism and empathy.

The training instructor presented the concepts clearly and provided actionable insights that can be immediately applied to my work. I would attend other training programs with Mr. Nethersole. His approach was interactive and engaging.

**Beryl Barry, Recoveries Officer, National Bank of Dominica Ltd., Dominica**

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***Over 100 Customized Debt Collections & Revenue Management Training Courses***

The sections on skip-tracing, incentives and rewards were useful techniques to apply, but we do not have the applicable software highlighted and demonstrated in the class, is not used in our bank.

The overall content of the course was informative. This program on debt collections and revenue management was very comprehensive. This was a refresher course for me, because I was able to absorb a lot of information. Everything about this course was valuable.

In all my years as a banker, I have never come across an instructor like Mr. Nethersole! His knowledge of the subject matter, his creative approach and passion had us all captivated and engaged. Everything about this course was valuable. His knowledge of the subject, his creative approach and passion had us all captivated and engaged.

Hands-down, this is one of the best courses that I have ever attended, and it would be my greatest pleasure to attend other courses conducted by this specific training instructor. I thank you for assigning him to us once again.

**Antonio Michael Joseph, Recoveries, National Bank of Dominica Ltd., Dominica**

This training program was very comprehensive, and insightful. It has given me a practical approach to achieving my desired results. For example, regarding how I make telephone calls. The training has taught me that being assertive, yet firm, will give me self-assurance in how I communicate with my clients. I have also learnt that to meet my individual goals and targets, I need to be cognizant of my monthly figures.

Every part of this training program was meaningful and essential – I especially found it useful how to work with my targets to achieve meaningful collections results, and how to use the rewards and incentives approach. Also, the program highlighted the areas within my unit that needs significant improvements, as it has also highlighted some weaknesses in my department operations.

The instructor is obviously very enthusiastic about debt collections and revenue management and is deeply knowledgeable on the subject matter. In retrospect, the instructor was so engaging that I did not want to miss one minute of this training program!

**Emmiline Stedman, Recoveries Officer, National Bank of Dominica Ltd., Dominica**

***The “blueprint” and curriculum for over 100 customized industry debt collections and revenue management training courses is in the hands of Cohen and Klein Consulting, Inc.***

***Cohen & Klein Consulting has systematically structured and revolutionized over 100 debt collections and revenue management training courses to reduce delinquent accounts and increase cash flow.***